

Tree of Life Massage & Wellness Policies

Payment

Payment is due when booking service. (At this time, insurance is not accepted.)
Please present any gift certificate prior to any treatment.

Appointments, Late Arrival, & Cancellations

Clients should arrive 5 minutes prior to the appointment. If possible, please complete all paperwork before your first appointment. Allow extra time in your schedule to discuss medical history with your therapist.

Please give at least 24 hours notice if you need to cancel or reschedule. You may modify online appointments any time up to 24 hours in advance. Changes made with less than 24 hours before your appointment, must be made by phone or email.

If less than 24hrs notice is given, you will be issued a voucher for ½ of the session price towards any service.
No-show or cancellations with less than 1 hour notice, will NOT be credited any part of the session fee.

If you are going to be late, please let us know ASAP. **We will hold your appointment for 15 minutes.** You will receive the remaining scheduled time for your massage and will be responsible for the full scheduled session payment. If you do not call or arrive within 15 minutes of your scheduled therapy, you forfeit your session and will be charged for the full session.

Your Session

Clear communication is essential to establishing trust and boundaries in a therapeutic relationship. It is important that you speak up if there is something that is uncomfortable about your session. FEEDBACK IS VERY MUCH ENCOURAGED AND APPRECIATED. You may terminate your session at any time for any reason, but you will be responsible for full payment!

All of our therapists require DRAPING unless you are clothed.

Please do not bring children, pets or valuables to your appointment. We cannot be responsible for any of these.

Minors under age 18 must have a parent sign a consent to treat form and, depending on age, may be required to have the parent present during the session. In addition, MINORS cannot be scheduled online, as some therapists choose not to work on children or teens at all.

We reserve the right to refuse service to anyone.

The session will IMMEDIATELY terminate if you make sexually suggestive remarks or advances, and you will be liable for full payment.

This is a non-smoking environment. Please do not smoke immediately before your massage session and be reasonably clean when you arrive.

If possible, please leave electronic devices; text/cell phones, & pagers, off or silenced during your therapy session.

If you are sick, please reschedule. (You must be fever-free without the use of fever reducers for at least 24 hours.)

Massage can worsen infections and some medical conditions. It is necessary to be honest & up-front about any illness or conditions that you may have. Many times simple modifications can be made to accommodate you. Please notify us if you need special assistance. In some cases, you may be required to bring a medical release to schedule another appointment.

If you are noticeably intoxicated from drug or alcohol use at the time of the appointment, the appointment will be cancelled and you will be billed according to the cancellation policy.

Gift Certificates

To redeem gift certificates or credits, mention them when scheduling, and present them PRIOR to your session beginning. If you make an appointment and you miss it, your gift certificate is no longer valid. There are no refunds on gift certificates.

Client Signature: _____ Date: _____